



## **JOB DESCRIPTION**

**JOB TITLE:** CHIEF OPERATING OFFICER

**REPORTING TO:** CHIEF EXECUTIVE OFFICER

**RESPONSIBLE FOR:** Head of Finance and Resources, Heads of Development x 5, Consultancy and Freelance roles as required

## **BENEFITS:**

- 24 DAYS HOLIDAYS EXCLUSIVE OF BANK HOLIDAYS
- 10% BONUS PAYABLE AGAINST MEETING TARGETS PAID IN APRIL EACH YEAR (pro rated)
- CONTRIBUTORY COMPANY PENSION AFTER SIX MONTHS OF SERVICE
- DEATH IN SERVICE INSURANCE OF FOUR TIMES SALARY
- INCOME PROTECTION COVER FOR LONG-TERM SICKNESS
- CASH HEALTH CARE PLAN

**SALARY:** COMPETITIVE

## **ABOUT CAUSE4**

*Cause4* was set up in May 2009 to support charities, social enterprises and philanthropists in development and fundraising across the *charity, arts, sports* and *education* sectors.

The company works flexibly to support the immediate, short or long-term needs of organisations in development and fundraising where there is synergy and shared values and where challenge and innovation will be welcomed.

*Cause4* is also working with corporations and individual philanthropists, sports people and artists in the set up of charitable foundations and in supporting philanthropic giving.

Additionally we train and mentor existing fundraising teams and develop those new to fundraising through our *Entrepreneurship* graduate programmes.

*Cause4* is a fast-growing SME. Since May 2013 we have made a number of senior staff appointments and from 1 August 2013 Sir Thomas Hughes-Hallett has assumed the post of Chair. We have recently moved into a new office in Artillery Passage EC1.

## **Awards**

The company has secured over £23m in client fundraising since set up in 2009 and has won several awards including being a finalist in the Natwest Startup Awards 2011 in the category of best socially driven business and is a top 10 winner in the Ernst and Young Future 100 awards 2011 for demonstrating innovation in social enterprise. *Cause4* was also a winner in the 2012 Startups 100 list for most innovative small businesses across the UK. The company was a finalist in the Orange National Business Awards for Start Up Business of the Year 2012 and in November 2012 *Cause4* won a prestigious silver international Stevie Award for Most Innovative Company of the Year (small business).

In 2013 *Cause4* was invited by Lord Young of Graffham and Sir Terry Leary to join the Accelerate 250 for businesses showing rapid growth and great potential and the company won a Fast Growth award for social enterprise leadership from Unltd to develop the company's graduate *Entrepreneurship* programme. *Cause4* was also named in the Silicon Valley 100 Club as one of 100 UK businesses with high investment potential.

## **JOB PURPOSE**

Reporting to the CEO the COO will lead the following functions:

- To work with Directors in the strategic and operational development of *Cause4* and support the development of the business and its key operational units including Strategy, Philanthropy and Enterprise;
- To ensure that *Cause4* is an efficient, profitable enterprise, including taking responsibility for all financial, contracting, legal and HR processes;
- In conjunction with the CEO, to lead, develop and support the team, taking particular responsibility for the coordination of the team of Heads of Department, supporting them to meet their targets;
- To deliver specific development programmes across the current portfolio of clients, making a significant contribution to *Cause4's* core work and its profitability;
- To ensure that *Cause4* develops to its best potential as a productive and profitable socially-driven enterprise with an excellent reputation amongst its clients.

## **Principal Responsibilities**

### **Leadership and Business Planning**

- To work in partnership with the CEO and Directors to develop the organisational business plan and to implement new processes and approaches to achieve it. To act as a critical friend in challenging development and ensuring sustainable growth of the business;
- To support the development of budgets in relation to the business plan, including working with the Head of Finance and Resources to develop complex grant budgets i.e. ACE Transforming Arts Fundraising;
- To lead the development of strategies to develop key operational business units across the three principal areas of the organisation's work – strategy and fundraising, philanthropy and enterprise;
- To manage the Heads of Department team and to ensure that each small team (pod) is meeting its business objectives and targets;
- To work in partnership with the Head of Finance and Resources to lead budgeting and client billing systems, ensuring effective billing processed through the company's Harvest system and providing monthly reports for the CEO and Directors;
- To have oversight of the relationship with all external suppliers including legal, auditing, financial planning and accounting;
- To work in partnership with the Head of Finance and Resources and Your Right Hand (accountancy support) to effectively maintain cost-control and risk.;
- To be accountable for *Cause4's* financial position overseeing the creation and presentation of accurate financial information to fellow Directors.

### **Client Delivery**

- To work across client projects as required with a clear understanding of strategic and fundraising plans, to represent the CEO and Directors as required and deal directly with clients at a senior level;
- To lead on specific projects as required, taking responsibility for all aspects of project development, project management and delivery;
- To oversee all client contracts and, liaising with Forsters LLP, to develop legal support as required and to ensure effective partnership relationships with external suppliers that can be beneficial for clients;
- To support the new business team to win new client contracts and to lead new client delivery;
- To ensure effective feedback loops from client work, ensuring that work can always be developed and enhanced and that quality is enhanced.

## **HR and team management**

- To provide for all Heads of Department a strong day-to-day leadership presence to support the development of client work of the highest standard;  
To oversee the targeting function and internal performance systems, to ensure that all Heads of Department are effectively meeting targets against the business plan and budget;
- In conjunction with the Head of Finance and Resources to coordinate the team appraisal process that measures and evaluates progress against the goals for the organisation;
- In conjunction with the Head of Finance and Resources to oversee the HR function, including recruitment, staff contracts, benefits and holiday pay.
- To lead improvement and run all internal operational processes to ensure that *Cause4* is an efficient, profitable enterprise.
- To oversee the development of systems that monitor and evaluate team performance creating development plans which grow the organisation's core capabilities;
- In conjunction with the Head of Finance and Resources to oversee the delivery of all external suppliers including legal, auditing, financial planning and accounting.

## **Infrastructure and systems development**

- In conjunction with the Head of Finance and Resources to lead all aspects of office management and ensuring good working conditions for staff;
- To ensure that *Cause4* invests appropriately in growing both the infrastructure (IT, networks, software) and systems (Financing, Billing, Project Management) to meet the growth demands of the business;
- To lead the continuous improvement of all internal systems to meet the demands of a growing business.

## Knowledge, Skills and Experience Required

- An experienced and determined senior manager with 10+ years' work at an equivalent level;
- Confident in the role of consultant, bringing fresh insights into the future growth and work of *Cause4* and its clients;
- Strategic vision and agility, ability to think strategically, anticipate future consequences and trends and incorporate them into the organisational plan;
- A strong team leader with experience in co-ordinating a team's day to day activity, managing multiple priorities and deadlines;
- Results driven, proven track record in exceeding goals and a bottom-line orientation;
- Strong financial literacy, able to analyse and develop complex budgets;
- Strong operational knowledge including supporting a service business to be compliant across all areas of its business – financial, legal, HR etc;
- Process driven, confident in developing efficient and effective systems to increase the productivity of the organisation;
- Able to support and consolidate learning and development across the organisation; committed to informal and formal ongoing professional development;
- Excellent communication skills and highly literate; able to operate with diplomacy, tact and empathy;
- Essential personal qualities – strong 'completer-finisher', conscientious, efficient; energetic, determined and passionate about the work of charities;
- Sympathetic to the values and ambitions of *Cause4*.

**Deadline for applications 5pm, Friday 14 March 2014.**

Please send covering letter and CV, along with the [Equal Opportunities form](#) to Victoria Wills – [victoria.wills@cause4.co.uk](mailto:victoria.wills@cause4.co.uk)

Discussions with the CEO about the role can be facilitated through Senior Executive Administrator: Victoria Wills at 020 7247 7995